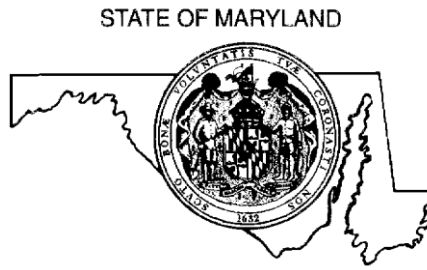


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Questions and Responses for Solicitation No. MHCC 16-002 HEDIS® AUDIT AND PERFORMANCE EVALUATION OF COMMERCIAL HEALTH BENEFIT PLANS

Background: According to the MHCC website there are 15 health benefit plans that belong to 5 carriers.

Question 1. Would MHCC allow the contractor to conduct onsite visits at the 5 corporate locations OR is onsite visit required for 15 health benefit plan locations?

RESPONSE: Yes, MHCC does allow the Contractor to conduct onsite visits at corporate locations or other central locations of key functions for the six carriers including Aetna, Coventry (reports separately from Aetna), CareFirst, Cigna, Kaiser Permanente, and UnitedHealthcare. Key functions that are assessed during an audit include enrollment, claims, provider credentialing, medical record review, and call center. For many carriers, these key functions take place in different corporate locations outside the State of Maryland.

Question 2. Can you please let us know the expectation with regard to total number of onsite visits?

RESPONSE: Each year, a minimum of one onsite visit per carrier is required. For 2015 reporting, there are six carriers including Aetna, Coventry (reports separately from Aetna), CareFirst, Cigna, Kaiser Permanente, and UnitedHealthcare. If a new carrier emerges in the future, that carrier will also require an onsite visit.

Question 3. Are all onsite visit locations are in the State of Maryland? Or are there any locations outside of Maryland that the contractor's auditors need to visit in order to conduct onsite visits? If there are locations outside of Maryland, can you please provide the name of the health insurance carrier, location (city and State) that requires an onsite visit?

RESPONSE: Listed below are some of the potential onsite visit locations; bold font indicates corporate location and standard font indicates other central location where key functions take place:

Aetna: Blue Bell, PA

Coventry: Harrisburg, PA, Newark, DE

CareFirst: Baltimore, MD, Glen Bernie, MD, Columbia, MD

Cigna: Bloomfield, CT, Columbia, MD, Franklin, TN, Windsor, CT, Lithia Springs, GA

Kaiser Permanente: Rockville, MD, Silver Spring, MD, Fulton, MD, Plano, TX, Oakland, CA,

UnitedHealthcare: Frederick, MD, Oldsmar, FL, Eau Claire, WI

Question 4. The MHCC 16-002 Audit RFP Questions and Responses 3 document indicates that number of health insurance carriers is relatively stable at 6. Is the number of health insurance carriers 5 or 6? If 6, can you please explain which is the 6th health insurance carrier and the associate health benefit plan?

RESPONSE: To clarify, the number of health insurance carriers is relatively stable at six carriers including Aetna, Coventry (reports separately from Aetna), CareFirst, Cigna, Kaiser Permanente, and UnitedHealthcare.

Question 5. Would you please provide a list of health insurance carriers and health insurance benefit plans associated with these carriers?

RESPONSE: Below are the six health insurance carriers and fifteen associated health benefit plans for 2015 reporting:

Aetna: Aetna HMO and Aetna PPO

Coventry: Coventry HMO and Coventry PPO

CareFirst: CareFirst BlueChoice HMO, CareFirst CFMI PPO and CareFirst GHMSI PPO

Cigna: Cigna PPO

Kaiser Permanente: Kaiser Permanente HMO and KPIC PPO

UnitedHealthcare: UnitedHealthcare HMO, UnitedHealthcare PPO, MD-IPA HMO, Optimum Choice HMO, and MAMSI PPO

Thank you.